

Consumer Information and Procedures

-- Making Payments

Paying Your Telephone Bill

Bills must be paid by the due date shown on the bill with cash, check, or money order.

If within a 12 month period, the company receives from you more than one check or other form of payment which is not valid, the company may place you on a CASH ONLY basis. However, you must be notified by the company in writing of the restriction and of any options available for paying in cash. These options could include money order, cashier's check, or credit card. The company may also charge for returned checks.

You are allowed 21 days from the postmark on your bill to make payment. A bill is considered past due after the date stated on your bill. Payments can be mailed or made at company offices or Authorized agents. If made in person, the bill is considered paid on the date of receipt. Night depository payments are considered received the next business day.

The company may charge a late payment fee on past due bills only after the company's policy is approved by the Commission.

Preferred Payment Date Or Changing Your Due Date

If it is difficult to pay your monthly bill on the regular due date because of income, such as receiving social security or benefit checks after the regular due date on the bill, the company shall provide a preferred payment date for you. However, the date must not be extended more than 10 days after the regular due date.

If you do not pay by the preferred payment date you have requested more than one time in a six month time period, the arrangement may be cancelled by the company and the original due date will be re-established.

Deferred Payment Agreements

If you are a residential customer and you owe a utility company for past due utility service, a deferred payment agreement may be arranged, as long as your service is still on. Nonresidential customers do not have this right, although the utility may offer a deferred payment agreement if it wishes to do so. Once your service is shut off for nonpayment, you no longer have the right to a deferred payment agreement. However, the utility may agree to one if it so chooses. It is important to contact the utility before service is disconnected and enter into a deferred payment agreement for the amount you owe. A deferred payment agreement must be in writing.

Terms Of Deferred Payment Agreements

Residential Customers

A Residential customer or applicant for service may be required to pay no more than one fourth of the amount past due and owing at the time of entering the agreement.

Non-Residential Customers

An applicant for business service or a business customer may be required to pay no more than one third of the amount past due and owing at the time of entering the agreement. Both customers and applicants are allowed a minimum of 4 months and a maximum of 12 months from the date of the agreement to pay off the deferred amount.

Deferred payment agreements must be in writing, with a copy provided to the customer or applicant. The agreement will also require the customer or applicant to pay all future bills by the regular due date on the bills, plus the deferred payment amount.